



## Senior Client Support Officer

Key Position Information	
Job Title	<b>Senior Client Support Officer</b>
Business Unit	<b>Carer Support, Sector Operations</b>
Location	<b>Sydney, NSW</b>
Reports to	<b>Project Manager, Growth and Partnerships</b>
Status	<b>12 months, Full Time (35 hours / week)</b>
Salary	<b>SCHADS Level 4 - \$82,045 to \$88,277 per annum (commensurate with skills and experience) plus Superannuation and not-for-profit salary packaging option</b>
Direct Reports	<b>Nil</b>

About AbSec
<p>AbSec - NSW Child, Family and Community Peak Aboriginal Corporation is the peak Aboriginal organisation in the NSW child and family welfare sector. We provide an Aboriginal perspective on child protection and out-of-home care policy to the NSW Government and support the Aboriginal community-controlled sector to deliver effective services for Aboriginal children and families. We are a not-for-profit, incorporated community organisation, governed by an all-Aboriginal board.</p> <p>AbSec Learning and Development Centre (AbSec LDC), a subsidiary organisation and registered training organisation. AbSec LDC is the only registered training organisation in NSW owned and managed by Aboriginal people in the child and family support sector, offering recognised qualifications in disability support, family welfare and child protection, as well as governance, leadership and management.</p> <p><b>Our Vision</b>          Aboriginal children and young people are looked after in safe, thriving Aboriginal families and communities and are raised strong in spirit and identity, with every opportunity for lifelong wellbeing and connection to culture.</p> <p><b>AbSec Principles</b></p> <ul style="list-style-type: none"> <li>▪ <b>Acknowledgement and respect</b> – acknowledging the diversity of all Aboriginal nations and respecting traditional owners of the land, constantly reminded by Elders, and cultural knowledge of communities to inform our action</li> <li>▪ <b>Professionalism and integrity</b> – acting with the highest level of professionalism for our communities, ensuring our integrity will not be compromised in striving for the provision of quality, culturally responsive and accessible supports</li> <li>▪ <b>Self-determination</b> – ensuring that our focus is underpinned by the rights of Aboriginal people to make decisions that impact their lives, recognising the interests of Aboriginal children, young people, families and carers, and communities in all that we do</li> <li>▪ <b>Independence and solutions focused</b> – serving the interests of Aboriginal children, young people, families, people with disability, communities and the organisations that support them to deliver holistic approaches to issues impacting them</li> <li>▪ <b>Transparency and commitment</b> – remaining committed to our people in everything we do, ensuring our actions are clear and promoted at every opportunity</li> </ul>

**Role Purpose**

The Client Support Officer plays a pivotal role in planning, coordinating and implementing comprehensive support for Aboriginal Carers, children, families and communities to make a positive impact in their lives. This role is required to establish and maintain strong relationships with a wide range of stakeholders, service providers and carers to offer fit-for-purpose and culturally safe support and services to Aboriginal carers.

**Position Requirements**

- Preference for First Nations Candidates
- Minimum two years experience as a Case Worker, Case Manager, Support Coordinator or Social Worker
- Knowledge of and experience in working with Aboriginal and Torres Strait Islander families and communities will be an advantage.

<b>Function</b>	<b>Accountabilities</b>
<b>Operational</b>	<ul style="list-style-type: none"> <li>• A strong commitment to customer service with an empathetic approach to clients' needs.</li> <li>• An ability to connect with carers, complete an assessment and create a service plan in collaboration with the carers, health professionals and referring agencies to ensure they meet the needs and aspirations of carers and eligibility requirements.</li> <li>• Effective communication skills, including the ability to negotiate outcomes, solve problems and leverage opportunities for stronger collaboration.</li> <li>• Coordinate support groups and offer sessions for carers both online and face-to-face.</li> <li>• Manage records and documentation in line with privacy requirements to enable mandatory reporting and program evaluations for continuous improvements.</li> <li>• Contribute to the development of AbSec plans and communication resources for promoting and improving support for Aboriginal children, carers and their families.</li> <li>• Attend expos and local community days to promote the Carer Gateway Programs and benefits.</li> <li>• In-depth understanding of intergenerational trauma for Aboriginal families affected by government systems.</li> <li>• Undertake other duties within the scope of this role, as directed.</li> </ul>
<b>Organisation Contribution</b>	<ul style="list-style-type: none"> <li>▪ Work collaboratively with managers and team members to achieve program objectives.</li> <li>▪ Comply with AbSec Policies and Procedures.</li> <li>▪ Participate in organisational and professional development activities as directed.</li> </ul>
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>▪ Directors, Managers and all staff to ensure robust input into activities.</li> <li>▪ Carers and their families, referral agencies and Benevolent Society, Aboriginal community-controlled agencies, including member agencies.</li> <li>▪ Aboriginal communities, children, young people and families to source input and create awareness of project objectives.</li> <li>▪ Benevolent Society or any relevant community and government stakeholders</li> </ul>

## Selection Criteria

**The occupant of this position will be able to demonstrate the following criteria:**

1. Experience as a Case Worker, Case Manager, Support Coordinator or Social Worker
2. Demonstrated experience in providing services to Aboriginal families and individuals with complex needs.
3. A Strong emotional intelligence and the ability to create an experience where a caller quickly feels heard and comfortable, often at a time when the caller may feel emotional, confused or frustrated navigating systems they may not understand in times of emotional stress.
4. Effective communication, negotiation and problem-solving skills.
5. Capacity to build and maintain strong relationships with a wide range of stakeholders, service providers and carers to offer fit-for-purpose and culturally safe support services to Aboriginal carers.
6. Knowledge and understanding of the cultural practices, values and issues that affect Aboriginal people in today's society, including a recognition of the significance of kin and family dynamics.

## Practical Requirements

- The preferred candidate will be engaged on a fixed-term 12-month contract.
- Work outside of the normal hours of duty and some business travel may be required.
- Employment will be subject to a National Police Clearance and a NSW Working With Children Check.
- This position has been classified under the Social, Community, Home Care and Disability Services Industry Award 2010. Salary is subject to negotiation, skills, and experience.
- Appointment to this position of a person not currently an employee of AbSec will be subject to a probationary period of 6 months.
- Applications from Aboriginal and Torres Strait Islander people are strongly encouraged. Aboriginality is a genuine occupational requirement, and documentation may be required to demonstrate.